

Create a New Client Case File - The Open Client Record Dialogue

After opening Voyant and signing in, the **Open Client Record** dialogue will then display. This is where you can open existing client files or create new ones.



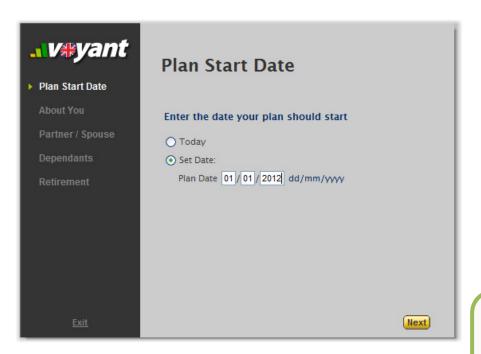
1. Click the **New Client** button to start work on a new client file. Let's create your first client file, in this case for the Campbells.





Enter the Basics

The plan creation wizard will guide you through a quick five step questionnaire, setting the plan's start date and gathering the basics about your client, your client's spouse or partner, children, other dependants and any other individuals that might be considered in the plan. Your client's current retirement status will also be recorded.



Select a Start Date

First consider the **Start Date** of the plan. The Campbells submitted their details to us very recently. Normally, most users would set the plan to begin today, especially if the account balances, incomes and expenses they provided by your client are currently accurate. However, to try to keep your results in synch with ours, we will set the planning year start date back to the beginning of the year.

2. **Plan Start Date:** For purposes of this tutorial, select **Set Date** and enter 01/01/2012 as the plan's start date.

Note: The planning year is defaulted to begin on today's date, with each subsequent year beginning on the anniversary of that date; the assumption being that you will normally have recent details on your client's account balances, earnings, and so forth.

3. Click **Next** to continue.

Start Dates and Planning Years

Plans are fashioned around a "planning year", which can be set to begin with the current day, with the planning year beginning and ending with the anniversary of the date the plan was created. Plans can also be set to follow calendar years, tax years, or even your client's birth date could be used to start planning years based on age. Be sure to configure the year in a way that is most meaningful to you and your client.

Any expenses, income amounts, and accounts balances that you enter should be relevant to the selected start date.

A <u>video</u> explaining start dates and how to later update client files during regular client reviews can be viewed on the <u>Voyant UK YouTube</u> channel.



Clients - John and Julia Campbell

Enter the details about the Campbell family. The name of the first client you enter will appear later as the name of the client case file.

John Campbell

- 1. First Name / Last Name: Enter "John Campbell"
- 2. Gender: Select Male.
- 3. **Date of Birth**: Enter 11/07/1972. John's current age will be displayed.
- 4. John and Julia are married. Select Married.
- 5. Click **Update & Next**.

Julia Campbell

- 6. First Name / Last Name: Enter "Julia Campbell" •-----
- 7. **Date of Birth:** Enter 06/10/1975. Julia's current age will be displayed.
- 8. Gender: Select Female.
- 9. Click **Update & Next**.



Populating the People Panel

As you make these entries, notice how they are being used to populate the **People** panel on the right side of the screen. You will later use this panel to identify the ownership of items within the plan.







Children

John and Julia have two children, Alex and Martina. Enter their basic details into the plan.

Alex Campbell

- 10. First Name / Last Name: Enter "Alex Campbell"
- 11. Gender: Select Male.
- 12. **Date of Birth:** Enter 02/04/2000. Alex's current age will be displayed.
- 13. **Relationship:** Select **Child**. This is the default selection.
- 14. Click Add.

Martina Campbell

- 15. First Name / Last Name: Enter "Martina Campbell".
- 16. Gender: Select Female.
- 17. **Date of Birth**: Enter 15/08/2003. Martina's current age will be displayed.
- 18. Click Add.
- 19. Click Next.

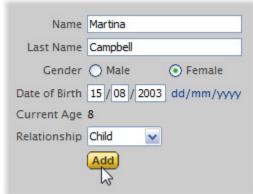
Current Retirement Plans

John and Julia both plan to retire at age 60.

- 20. John, [Retirement] Age: Enter 60.
- 21. Julia, [Retirement] Age: Enter 60.
- 22. Click Finish.

You've now completed all of the basics needed to create the Campbell's client file and to construct their basic planning timeline.





Exploring Alternative Retirement Options

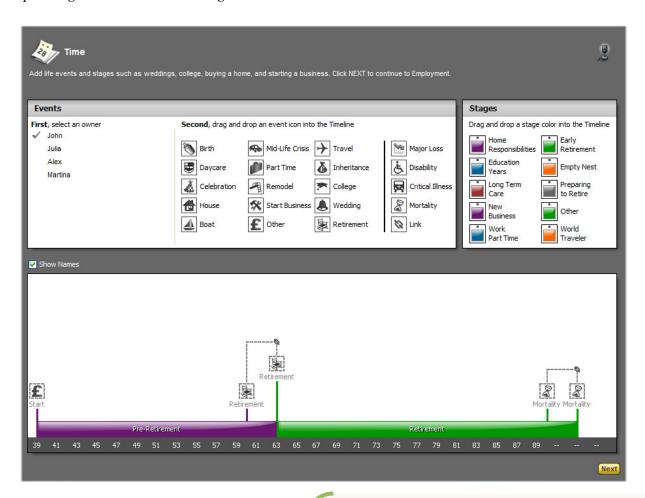
These are the Campbell's current retirement plans but other options can be easily explored using what-if planning scenarios. We will discuss scenarios and how to create them in the next tutorial in this series.

Retirement
Enter retirement planning information
At what age do you plan to retire?
Age
John 60 Already retired
Julia 60 Already retired

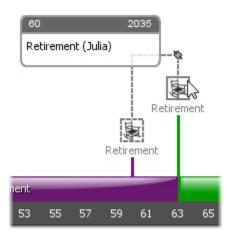


The Planning Timeline

The planning timeline will display. This basic timeline for John and Julia will show the start year and their planned retirements, both positioned at age 60. This timeline was devised as you entered the Campbell's planning basics a few moments ago.



23. Move your mouse over these events to view basic details about them.



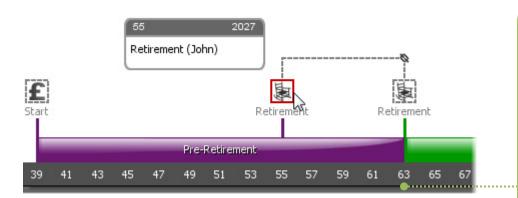
Mortality Events and How to Edit Mortality Age

Notice that John and Julia have **Mortality** events, both of which are set at age 90. The plan will effectively end when Julia dies at age 90. Default mortality ages are set from the software's **Preferences** screen, **System Preferences** > **Default Ages** > **Mortality Age**.

Should you ever need to change the mortality age of a client after the client file has been created, go to the Time screen, left-click on the client's mortality event and drag it up or down the timeline. Moving a mortality event up the timeline should present no problem. You may need to pause periodically to allow the timeline to redraw. However, modelling early mortality is usually best done in what-if scenarios using **replacement Mortality events** (see video). We will explain how to use replacement events later in this tutorial series.



The timeline can be edited by dragging and dropping events onto it and then repositioning them, which will change the timing and duration of items within the plan that are tied to these events. For example, John and Julia's retirement ages could be changed by moving their **Retirement** events up or down the timeline. Let's leave these events in place for now.



To illustrate how events are added to the timeline and used to schedule items in the plan, let's drag and drop an event to indicate that during an impending midlife crisis, John will purchase a sports car at age 52.

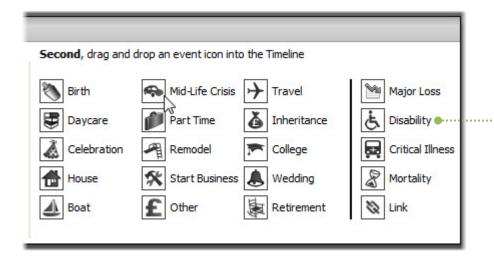
24. **John** will be the owner of this new event. As the primary client, his name is already selected by default in the **Events** palette at the top of the screen.



Future Ages and Years on the Timeline Axis

Notice the numbers along the axis of the timeline. These are John's future ages. His ages are shown because he is the owner of the selected event. If one were to select an event owned by Julia, her future ages would be shown on the axis. If an event has no owner (no owner is selected for the event in the Events palette above), two-digit future years will instead be displayed.

4. To the right of the **Events** palette are a variety of event icons that can be selected and dropped onto the timeline below. Locate the **Mid-Life Crisis** event icon.



Special Events for Scenario Building

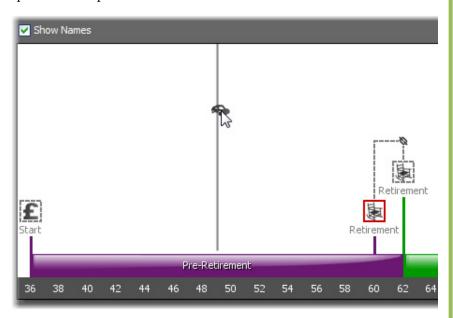
The icons on the far-right side of the events palette are for special use in modelling scenarios such as disability, early mortality and running major market loss simulations.

To see a <u>video</u> on how create scenarios using replacement Mortality events, visit the <u>Voyant UK</u> <u>YouTube channel</u>.



5. Left-click on the Mid-Life Crisis event (the car icon) and while continuing to press the left-click button, drag and drop the event above the timeline below. A line will display to help guide you to the appropriate age/year in the timeline below. Release the drop the event anywhere above the timeline below. Since John is selected as the owner of the event, his future ages will be shown along the axis of the timeline below.

John anticipates that his mid-life crisis will strike when he turns 52 and as a result he will be compelled to make a completely impulsive purchase - a sports car.



6. Now that the event is on the timeline, left-click on it again and drag and drop it over age 52.

The names of these events are only suggestions and can be easily changed once an event is added to the timeline.

- Double-click on the name of the "Mid-Life Crisis" event. The event label will become editable.
- Mid-Life Crisis (John)

 John's Sports Carl
- 8. Enter "John's Sports Car".
- Press Enter on your keyboard to save this change.

We will use this event in a moment to schedule the purchase of this sports car as a future one-off expense.

Timing: Events vs. Stages

The timeline is divided into two stages, both bounded by events. Events and stages will be used throughout the plan for timing: to schedule when expenses, account contributions, incomes, pensions and protection policies are to begin and (in some cases) end. Events can also be used to schedule the liquidation of assets.

Which is more convenient to use?

As a rule, events are much more flexible than stages since they can be easily moved up or down the timeline to reschedule the timing and duration of items in a plan, provided that the event is not being used as stage boundary. Stage boundary events are noted with perforated boxes. Stages, by contrast, are discrete periods of time that cannot overlap. Stages a better suited for dividing the timeline at a broader level. Retirement, for example, could be divided into two stages, "Active Retirement" and "Later Retirement" both with very different needs and expenses. All said, use events primarily.

Why events and stages? Why not enter ages, years or dates for timing?

Stages and especially events provide a layer of abstraction that specific dates and ages do not. Items timed using events, such as the duration of one's career, can be easily adjusted by dragging events up or down the timeline. Items can even be rescheduled interactively on the Let's See charts, as the plan is discussed with your client. Click the Edit Time button and with one easy dragand-drop, everything tied to the



Preferences - A Quick Check for Matching Default Settings

Before we continue, let's take a quick detour to the **Preferences** screen to check the software's default growth rates, account fees and calculation settings.

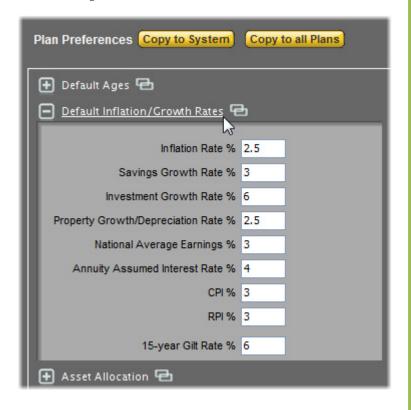
At various times during this tutorial, we will be checking our progress in the Let's See charts. If you want to compare the numbers in your client case against those presented in the guide, it's a good idea to first verify that the default preferences in your version of the software match those that were used when this guide was written. However, even with matching preferences, your results might be different from those shown in this tutorial. For more information, see an important note about the numbers.

25. Click the **Preferences** link in the lower-left corner of the screen, in the left navigation.



26. Go to the **Plan Preferences** on the right side of the screen. Preferences are arranged into a series of expandable panels.

27. Expand the **Default Inflation/Growth Rates** panel and verify that the settings on your computer match the following.



System Preferences, Plan Preferences

System Preferences (left) are the default settings that the software will use from the outset, whenever a new client case file is created.

Plan Preferences (right) show the settings that are being applied to the plan currently in view. These preferences are plan specific and could be set differently in various what-if planning scenarios. If the defaults need to be changed within a client's plan, be certain to make these updates in the Plan Preferences.

Preferences are Defaults

Although preferences provide the defaults, many of these settings, including growth and inflation rates and account fees, can still be modified for items individually, within the plan.

Expenses, for example, are grown using a default inflation rate taken initially from the Plan Preferences. This rate can be changed for an individual expense, however, by editing the default inflation rate on the Expense screen's



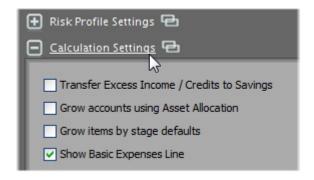
Expand the **Investment Fees** panel and verify that the settings on your computer match the following.



28. Expand the Liquidation Order panel and verify that the settings on your computer match the following.



29. Expand the **Calculation Settings** panel and verify that the settings on your computer match the following. All of the options on this panel should be left deselected.



30. If any updates were necessary, click the **Apply** button, located in the bottom-right corner of the screen, to save these changes.



An Important Note About the Numbers

Voyant Advisor is not a standstill programme. It is constantly being developed and updated to ensure that the software models U.K. taxation and pension rules as accurately as possible. The results shown in this guide were generated when the tutorial was written. Even with matching preferences and duplicate entries, future changes to tax code and pension rules and subsequent updates to the software may result discrepancies between the results shown in your test client case and those illustrated in this guide.



Employment Income

Let's continue by filling in the details from our interview with John and Julia, beginning with their incomes.

31. Select **Employment** in the left navigation.

On this screen you will enter the details of the Campbell's employment, including salary, wages, commissions and bonuses and employer sponsored pensions.

John's Employment

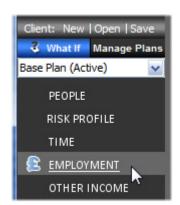
John is an employee of Christie + Kiel, a privately owned architectural firm.

32. **People:** First, check the **People** panel located on the right side of the screen. As the primary client, **John** is already selected the income earner.

Make the following entries and selections in the fields to the left.

- 33. Income Source: Select Employed.
- 34. Income Source Name: Enter "Christie + Kiel".
- 35. **Salary** £: Enter £125,000, John's gross annual salary *before* pension contributions and taxes.
- 36. Select **Annual** to indicate that these are his annual earnings.







Employment: Enter Gross Income

Enter employment incomes in gross amounts – i.e. pre–tax, before the deduction of any pension contributions. Voyant Adviser will do the tax calculations for you. Pension contributions made from supporting salaries will also be deducted from this gross income. You may need to "gross up" income in cases where your client has provided a net income figure.



The Time Panel: Selecting

Alternative Start / End Events

Different start or end events could

be selected to begin or end the

planning timeline. To select an

deselect the default events by

clicking the red dot (end event)

selecting different start or end

alternative time span for the income,

and/or green dot (start event). Then

reset the time span of the income by

income later or earlier in the

37. **Time:** Check the **Time** panel located on the right side of the screen. Selections on this panel are used to set the time span over which the income will be earned.

The start event (green dot) and end event (red dot) are selected by default, indicating that this salary will be earned from the beginning of the plan (the Start event) until John's planned retirement (the Retirement (John) event) at age 60.

Time

Stage Event

Start

John's Sports Car (John

Retirement (John)

Retirement (John) - 2032 (Age 60)

Retirement

Mortality (John)

Mortality (Julia)

Leave these default selections in place for now.

38. To view the year and age at which the income will end, move your cursor over the end event, Retirement (John).

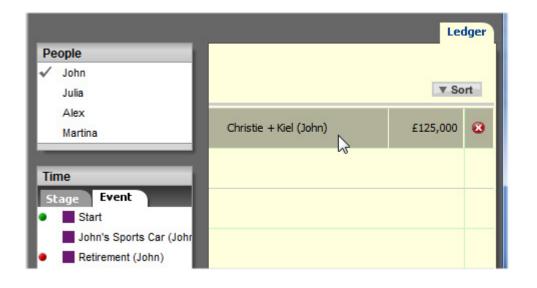
The line graph at the bottom of the screen will present a general illustration of how the income will grow and when it will end.

39. Click the **Add** button.



events.

John's income now appears in the ledger, located on the right side of the screen. Later, whenever you need to edit an item in the plan, you will select it first in the ledger,



The Ledger

The ledger always shows initial annual values.
Whenever an item needs editing, always select it first in the ledger. Details will be displayed in the fields left, ready for updates.



Julia's Income

Julia is currently employed as a nurse and earns a gross salary of £3000 per month.

40. **People:** First, go to the **People** panel located on the right side of the screen. Select **Julia** as the income earner. A check mark will appear next to her name.

Make the following entries and selections in the fields to the left.

- 41. Income Source: Select Employed.
- 42. Income Source Name: Enter "Nurse".
- 43. Salary £: Enter £3000, Julia's gross monthly salary.
- 44. Select Monthly to indicate that the amount entered are her monthly earnings.
- 45. **Time:** Check the **Time** panel, which sets the period over which the income will be earned.

The start event (shown with a green dot) and end event (shown with red dot) are selected by default, indicating that this salary will be earned from the beginning of the plan until Sarah's planned retirement at 60. Accept these default selections for now.

The line graph at the bottom of the screen will adjust, presenting a general illustration of how the income will grow and when it will end.

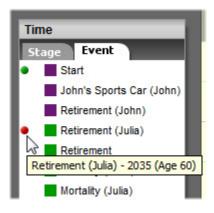
46. Click the Add button.

Julia's income now appears in the ledger, located on the right side of the screen, and the growth trajectory of the income is shown in the line graph at the bottom of the screen.













Pensions

Let's continue by filling in the details of John and Julia's pensions. Both participate in employer sponsored money purchases.

47. Select **Pensions > Money Purchase** in the left navigation.

John's Employer Sponsored Pension

John makes regular contributions from his income into a group personal pension. These contributions are being matched by his company.

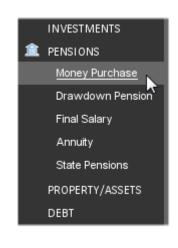
- John plans to contribute 8% of his salary to this pension.
- His company in turn matches 100% of his pension contributions and would potentially match contributions up to 10% of his annual salary.

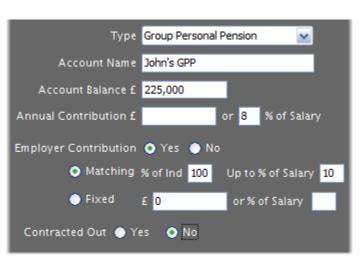
Should John wish to take full advantage of his company's programme, he might consider increasing his contributions to 10% of his salary. This is something that we could explore later in a what-if planning scenario.

48. **People:** First, check the **People** panel located on the right side of the screen. As the primary client, **John** is already selected as the owner of the pension.

Enter the following details about John's pension and schedule his future contributions to it.

- 49. Type: Select Group Personal Pension.
- 50. Account Name: Enter John's GPP.
- 51. **Account Balance** £: Enter £225,000, the current balance of the pension at the beginning of the plan.
- 52. **Annual Contribution £:** Enter 8%. John plans to contribute eight percent of his future salary to this pension.
- 53. **Employer Contribution:** Select **Yes** to indicate that John's company also makes contributions to his pension.





People

Julia Alex

John

Martina



- 54. Select **Matching**.
- 55. **% of Ind [Individual Contribution]:** Enter 100% to indicate that one hundred per cent of John's contributions are matched by his company.

The **Fixed** option would be selected when entering employer pension contributions that are made independently of any contributions made by the employee.

- 56. **Up to % of Salary:** Enter 10% to indicate that his company will match up to a maximum of 10% of John's salary.
- 57. Contracted Out: Select No.
- 58. Click the **Add** button.

Employer Contribution Yes No

Matching % of Ind 100 Up to % of Salary 10

Fixed £ 0 or % of Salary

Contracted Out Yes No

Time

John's money purchase now appears in the ledger, located on the right side of the screen. A link icon is shown next to the pension indicating that there are items in the plan

linked directly to John's money purchase.

59. Click this icon to view what this linked item is.

This is pop-up label is active link that can be clicked to jump directly to details about the future drawdown, which are found on the **Pensions > Drawdown Pension** screen. Additional settings are available for the drawdown on this screen including drawdown income options, settings to schedule the future annuitisation of the drawdown, if desired.



Event

John's Sports Car (John)

Retirement (John)

vetire Retirement (John) - 2032 (Age 60)

Julia's Employer Sponsored Pension

Next, enter the details of Julia's money purchase. Julia makes regular contributions from her salary into a group personal pension. These contributions are matched by her employer.

- Julia plans to contribute 8% of her income annually.
- Her employer in turn matches 100% of her contributions.
- Her employer will match up to a maximum of 8% of her annual salary. Unlike John, Julia is already taking full advantage of her employer's matching contribution programme.

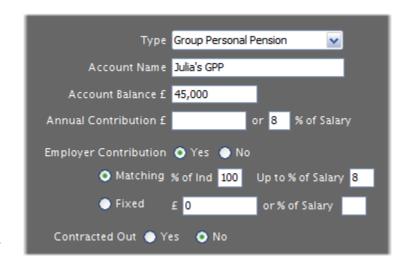


60. **People:** First, go to the **People** panel located on the right side of the screen. Select **Julia** as the owner of the money purchase. A check mark will appear next to her name.

Enter the following details about Julia's pension and schedule her future contributions to it.



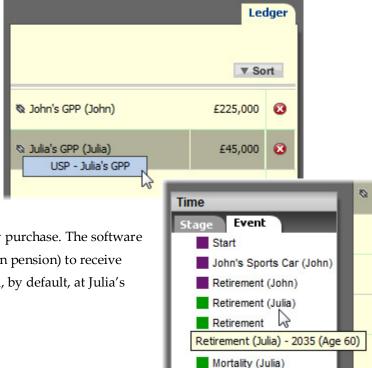
- 61. Type: Select Group Personal Pension.
- 62. Account Name: Enter Julia's GPP.
- 63. Account Balance £: Enter £45,000.
- 64. **Annual Contribution:** Enter 8%. Julia plans to contribute eight percent of her salary to this pension.
- 65. Employer Contribution: Select Yes to indicate that Julia's employer matches at least part of her pension contributions.



- 66. Select Matching.
- 67. **% of Ind [Individual Contribution]:** Enter 100% to indicate that one hundred percent of Julia's contributions are being matched by her employer.
- 68. **Up to % of Salary:** Enter 8% to indicate that Julia's employer will match up to a maximum of 8% of her salary.
- 69. Contracted Out: Select No.
- 70. Click Add.

Julia's money purchase will be shown in the ledger on the right side of the screen.

A link icon is shown next to Julia's pension, indicating that there are items in the plan linked directly to her money purchase. The software has automatically created an unsecured pension (drawdown pension) to receive funds from the money purchase when it will be crystallised, by default, at Julia's retirement (at her Retirement event).



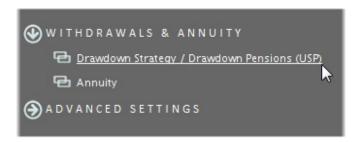


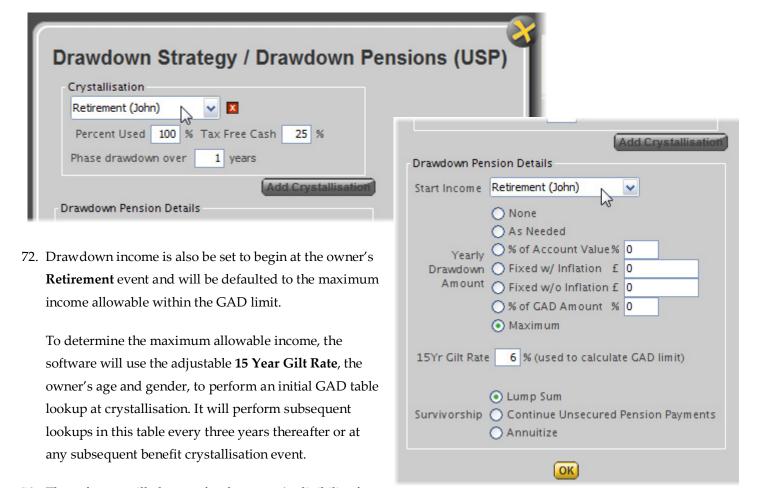
Default Assumptions for Drawdown Retirement Income

Before continuing to State Pension benefits, let's take a moment to discuss the software's default assumptions for retirement income from money purchases. Voyant is designed to allow you to create a robust plan in a matter of minutes without delving into the advanced settings. Retirement income is set initially to a basic drawdown scenario used by many advisors before exploring alternative options such as annuitisation or phased drawdowns.

You can view these default settings on the **Money Purchase** screen's **Withdrawals & Annuity > Drawdown Strategy / Drawdown Pensions (USP)** panel.

71. Money purchases are set by default to crystallise in whole at the owner's **Retirement** event, with 25% of the funds being taken in lump sum as tax free cash.





- 73. The software will also test for the owner's eligibility for flexible drawdowns. If the secured retirement income requirement is met, the GAD ceiling on drawdowns will be removed. Even with drawdown income set to "maximum" and the GAD limit removed, no more than the maximum amount needed to meet expenses will be drawn from the pension.
- 74. These crystallised funds will continue in drawdown until either the drawdown is depleted or the owner dies, whichever happens first.



State Pension Benefits

John and Julia have provided their current pension estimates from the Pension Service.

75. To enter their future benefits, select **Pensions > State Pensions** in the left navigation.

John's State Pension Benefit

John's current state pension estimate is £5,044 per annum. He plans to begin taking these benefits at the normal benefit age which is currently 67.

2. **People:** Check the **People** panel located on the right side of the screen. As the primary client, **John** is already selected by default.

Make the following entries and selections in the fields to the left.

- 3. **Start Age:** Enter 67 to indicate that John's benefits will commence at the normal benefits age.
- 1. Basic State Pension, Amount £: Enter £5,044.
- 2. Click Add.

The pension benefit will be shown in the ledger, located on the right side of the screen.



The line graph at the bottom of the screen will show the projected beginning and future escalation of these benefits.







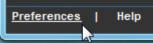


Escalating State Pension Benefits

Notice that the amount shown in the ledger is different from the estimate entered.

State pension benefits, including benefits currently received by the client, are escalated annually based on the National Average Earnings index.

This rate is set on the **Preferences** screen > **Plan Preferences** > **Default Inflation Growth Rates** panel > **National Average Earnings** % field.





Julia's State Pension Benefit

- Julia's current state pension estimate is also £5,044.
- Unlike John, she plans to defer her state pension for three years, taking benefits instead at age 70.
- She would like to receive her deferred benefit in a single lump sum payment.
- 76. **People:** Go to **People** panel located on the right side of the screen and select **Julia** as the owner of the benefit. A check mark will appear next to her name.

Make the following entries and selections in the fields to the left.

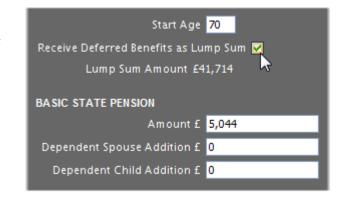


77. Start Age: Enter 70, indicating that Julia wishes to defer her benefits for three years.

Deferred Benefits: Since the pension is being deferred past the normal benefit age, an option will display, "Receive Deferred Benefits as Lump Sum".

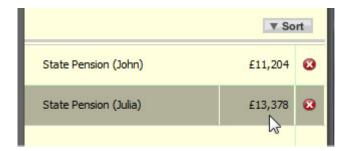
- 78. Tick the "Receive Deferred Benefits as Lump Sum" check box to indicate that Julia wants to take her deferred benefit in lump sum. If this option were left unticked, her future pension payments would be increased accordingly.
- 4. Basic State Pension, Amount £: Enter £5,044.

Her estimated **Lump Sum [Benefit] Amount** will be displayed above.



Click Add.

The pension benefit will be shown in the ledger, located on the right side of the screen. This future benefit estimate will be escalated by the **National Average Earnings** index.



Questions, Assistance?

Should you have any questions when building your first client case file, please feel free to contact our support staff by e-mailing support@planwithvoyant.co.uk.